### **Permitting System Help Guides**

**TOPIC:** Accela Citizen Access (How to Check the Status of Your Record)

Accela Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and apply for some records online (refer to specific business units for the ability to apply for a permit online). ACA is replacing the current online system Kiva Citizen Access and KivaNet Citizen.

Records and Services are segregated by department with each department having their own block of available services.

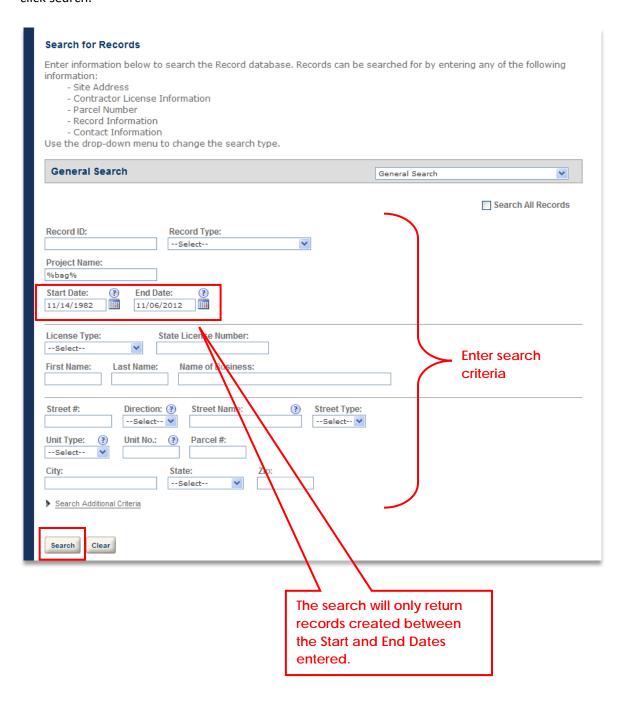
#### **Directions:**

**Step 1:** From the ACA Home Page click the "Search Applications" link in the department block where your record originated.

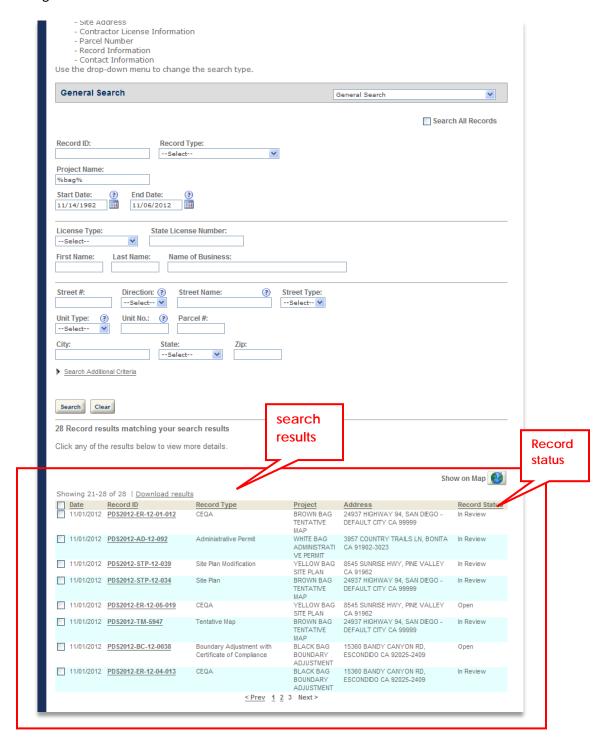


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**Step 2:** Enter the record ID or any other available information regarding your record available in the search criteria and click search.

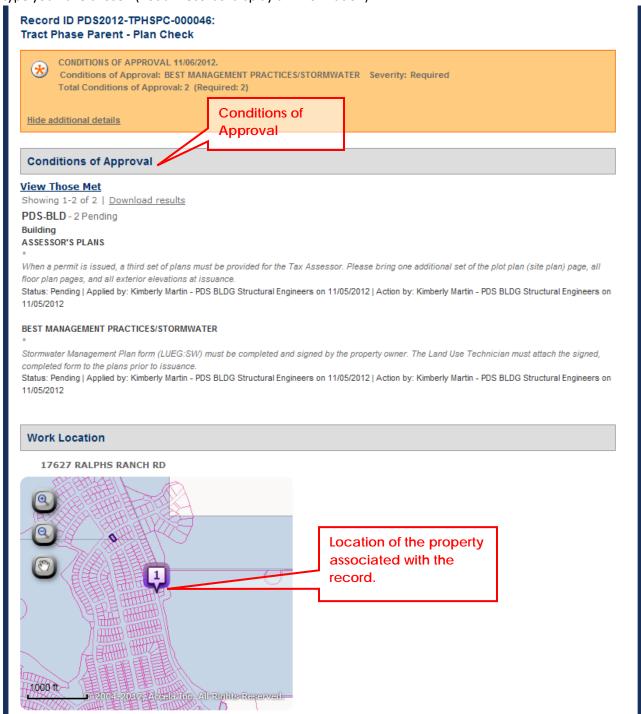


**Step 3:** The records which match your search criteria will display at the bottom of the search screen. Select the record, by clicking on the record ID, of the record in which you need information. The record status will be displayed in the far right column of the record search results.

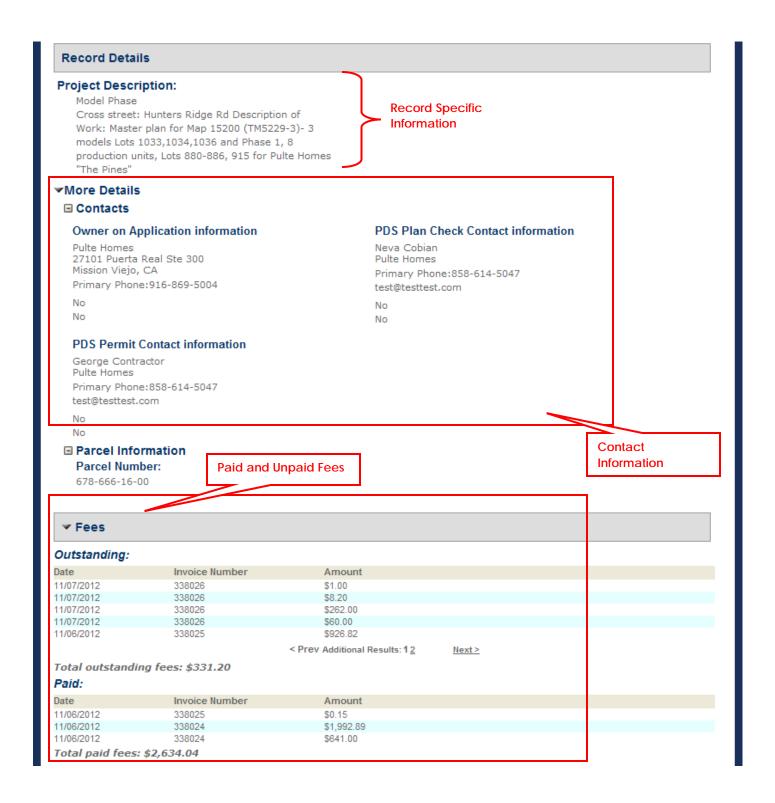


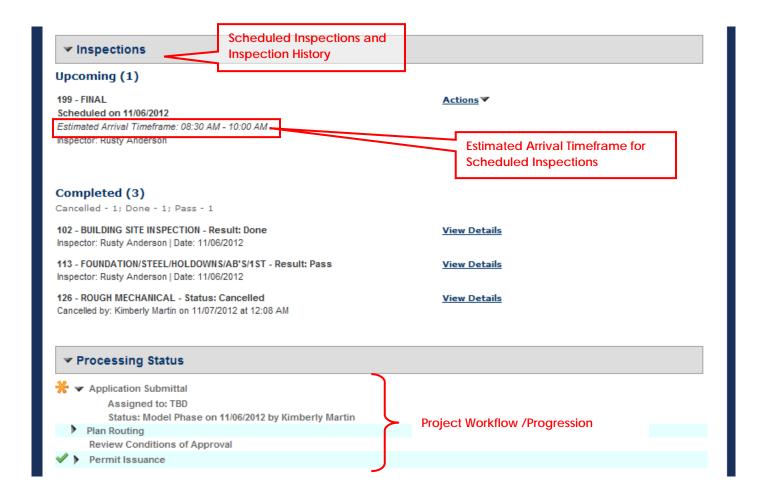
**Step 4:** After the record has been chosen you may review information regarding your record including conditions of approval, record specific information, contact information, paid and unpaid fees, scheduled inspections and inspection history, project workflow, documents attached to the record, related records, job valuation, and trust account information.

\* Please note not all of the information above may be available for viewing depending on the department and record type you have chosen (not all records display all information).



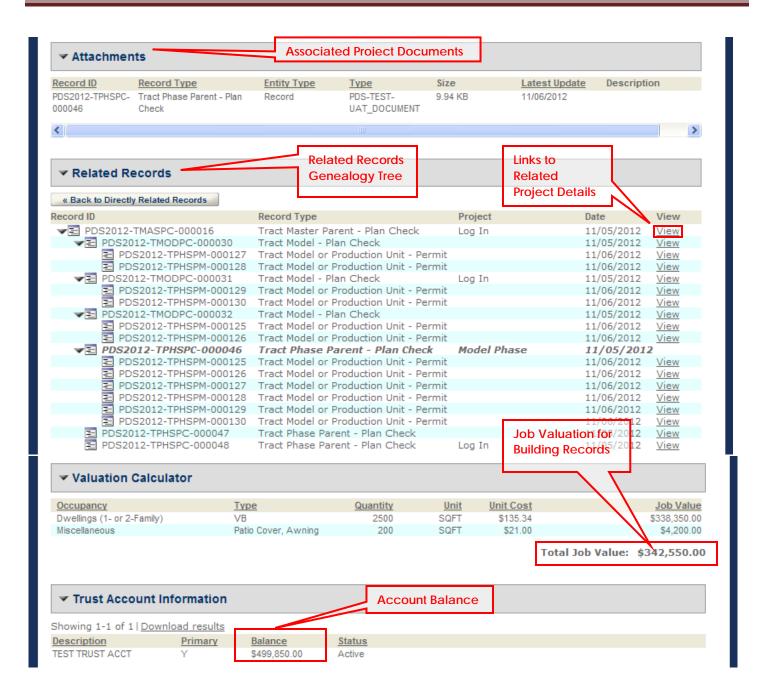
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#### **More Information:**

For information on how to conduct property research please see the Accela Citizen Access how to conduct research help guide.

#### **Help Contact:**

If you have additional questions on how to check the status of your record via Accela Citizen Access please contact the department where your record originated.

Department of Environmental Health: (858) 505-6700

Department of Public Works: (858) 232-6837 (Kamilah James)

Planning & Development Services: (800) 411-0017 Agriculture Weights & Measures: (858) 594-2739 Air Pollution Control District: (858) 586-2600